

July 26, 2013

To: Executive Board

Subject: **Performance Indicators Fiscal Year 2013 Report**

Recommendation

Receive and file the Performance Indicators Fiscal Year 2013 Report.

Summary

The performance indicators report provides an analysis of Foothill Transit's nine key indicators on a month-to-month basis. Data is collected from a variety of sources such as the fareboxes on buses; contractor reported data, and financial performance data.

Below is a snapshot of system performance. *Further detail on the items discussed below can be found in the analysis section of this item.*

- **Boardings** – Overall boardings recorded by the farebox for FY 2013 was 14,079,592.
- **Fare Revenue** – Total fare revenue for FY 2013 was \$18,462,598 resulting in an average fare of \$1.32 per boarding.
- **Operating Expenses** – Total operating expenses for FY 2013 were \$61,654,544 resulting in an average cost per service hour of \$91.80.
- **Accidents** – There were approximately 0.73 preventable accidents per 100,000 miles in FY 2013.
- **Customer Complaints** – Foothill Transit recorded 11.27 complaints per 100,000 boardings during the fiscal year.
- **Schedule Adherence** – The average schedule adherence rate for FY 2013 was 76.6 percent system wide.

Analysis

Attachments A – L show the performance indicators used to determine Foothill Transit's progress toward achieving our overall goals and objectives for this fiscal year. In order to accomplish its mission, Foothill Transit focuses on these goals:

- 1) Operate a safe transit system;
- 2) Provide outstanding customer service;
- 3) Operate an effective transit system;
- 4) Operate an efficient transit system.

Overall System Performance

Foothill Transit's overall system performance is based on several key indicators. These include total monthly ridership, vehicle service hours, fare revenues, and the total operating expenses incurred throughout the month.

Attachment A includes a summary of system goals and their respective performance indicators.

Total Boardings and Total Revenues

There were a total of 1,111,743 boardings in June. Historically, a decline in boardings during the summer months of May and June is typical. Total boardings for FY 2013 were 14,079,592 which is one percent higher than boardings in FY 2012.

Total fare revenue for June was \$1,614,773. This is 4.75 percent lower when compared to June 2012. The average fare per boarding in June 2013 was \$1.45. This is slightly lower than the FY 2012 average fare per boarding of \$1.49.

Total operating expenses for the month were \$5,817,839. This is almost five percent more than June 2012. Included in June expenses are the termination costs of the Veolia management contract along with the related legal expenses. Total FY 2013 operating expenses were \$63,175,044, almost two and a half percent above those in FY 2012.

Attachment B displays Total Boardings and Revenue for the past 13 months.

Following is a summary of how Foothill Transit's performance indicators relate to achieving its four primary goals:

Goal #1 – Operate a Safe Transit System – Foothill Transit's primary goal is to operate a safe transit system. The number of preventable accidents incurred for every 100,000 miles of vehicle operation measures system safety.

Preventable Accidents per 100,000 Miles

Foothill Transit adopted a standard of 0.60 preventable accidents per 100,000 miles for Fiscal Year 2013. In June 2013 the target was met with an average of 0.54 accidents per 100,000 miles. The average number of preventable accidents to date for the year was 0.73 for every 100,000 miles.

Attachment C provides a summary of Preventable Accidents per 100,000 Miles.

Goal #2 – Provide Outstanding Customer Service - Foothill Transit measures achievement of this goal by monitoring the following categories: Complaints per 100,000 Boardings; Average Miles between Service Interruptions; Average Hold Time; and Schedule Adherence.

Complaints per 100,000 Boardings

In June there were 19.52 complaints per 100,000 boardings. This is 43 percent higher than last fiscal year. Of the 216 complaints reported, 118 were for schedule adherence and 50 were related to courtesy. The June schedule change, the two-week relocation of the Puente Hills TransCenter, and Foothill Transit customer parking restrictions at the Westfield West Covina Shopping Center attributed to many of the complaints. The performance target is 10.5 complaints per 100,000 boardings. At the close of FY 2013 there were 11.27 complaints per 100,000 boardings.

Attachment D provides a summary of average Complaints per 100,000 Boardings.

Schedule Adherence

Foothill Transit has adopted a goal of 90 percent Schedule Adherence for this fiscal year. In June 2012 the average system-wide adherence to the schedule was 76.6 percent. Schedule adherence for June 2011 was 78.0 percent. The year to date on-time performance is 74.4 percent. It is important to note that electronically collected systemwide data was used to determine the schedule adherence indicator during Fiscal Year 2013. Manually collected sample data had been used in previous fiscal years.

Average Hold Time

Data available from the phone systems at our five Transit Stores and our administrative offices allows the monitoring of individual stores, specific lines, and the times at which there are higher call volumes, so that the Stores can be staffed accordingly. The recorded average hold time was 57 seconds during June 2013. At 42 seconds, hold time met the FY 2013 performance target of 45 seconds. Telephone equipment and staffing issues were identified as the chief causes of the rise in hold time in June 2013. Eighty-nine percent of the customer calls were answered by Transit Store customer service representatives.

Attachment F provides a summary of Average Hold Time.

Average Miles between Service Interruptions

In June 2013, Foothill Transit averaged 12,038 miles between service interruptions. This falls below the performance target of 15,000 miles between service interruptions. The majority of the mechanical service interruptions were due to engine failures and coolant leaks. Foothill Transit contractor First Transit has implemented a new preventative maintenance procedure to pressure test hoses, and mechanics will receive additional training from First Transit corporate trainers. The fiscal year average is 15,684 miles between service interruptions, meeting the performance target. This indicator not only measures the overall performance of Foothill Transit's maintenance departments, but also reflects customer delays as a result of mechanical service interruptions.

Attachment G, Average Miles between Service Interruptions, compares the average miles between service interruptions with our performance standard.

Goal #3 – Operate an Effective Transit System- Foothill Transit measures its overall effectiveness as a transit system by monitoring Boardings per Vehicle Service Hour and Average Weekday Boardings.

Boardings per Vehicle Service Hour

The agency averaged 20.3 boardings per vehicle service hour in June. The June average is consistent with historical drop in ridership in May and June as a result of many schools going on summer break. The June 2013 average still meets the performance target of 20.1 boardings per service hour and contributes to the year to date boardings per vehicle service hour of 20.5 which is slightly below the boardings per hour in FY 2012 due to the increase in service hours in FY 2013.

Attachment H shows the trend of this performance indicator.

Average Weekday Boardings

The agency averaged 45,334 weekday boardings in June. This is below the performance target of 46,000. The FY 2013 average of 46,889 weekday boardings met the FY 2013 performance target.

Attachment I, Average Weekday Boardings, shows the trend of this indicator.

Goal #4 – Operate an Efficient Transit System - Foothill Transit measures its overall efficient use of available resources by monitoring farebox recovery ratio and average cost per vehicle service hour.

Average Cost per Vehicle Service Hour

The organization's average cost per vehicle service hour in June was \$106.33 which is above the June 2012 figure. Again, this is a reflection of the additional expenses incurred in June for the termination of the Veolia management contract. For FY 2013, the target of \$99.22 was met at \$91.97. This figure is \$0.17 above the cost per hour figure for FY 2012.

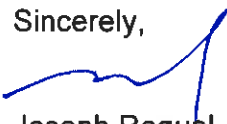
Attachment J, Average Cost per Vehicle Service Hour, shows the trend of this indicator.

Farebox Recovery Ratio


The farebox recovery ratio for June was 27.76 percent. This exceeds the performance target of 26.76 percent. The farebox recovery ratio is calculated by dividing total revenue by total operating expense. This indicator for FY 2013 was met at 29.22 percent.

Attachment K, Farebox Recovery Ratio, shows the trend for this indicator.

Sincerely,



Joseph Raquel
Director of Planning

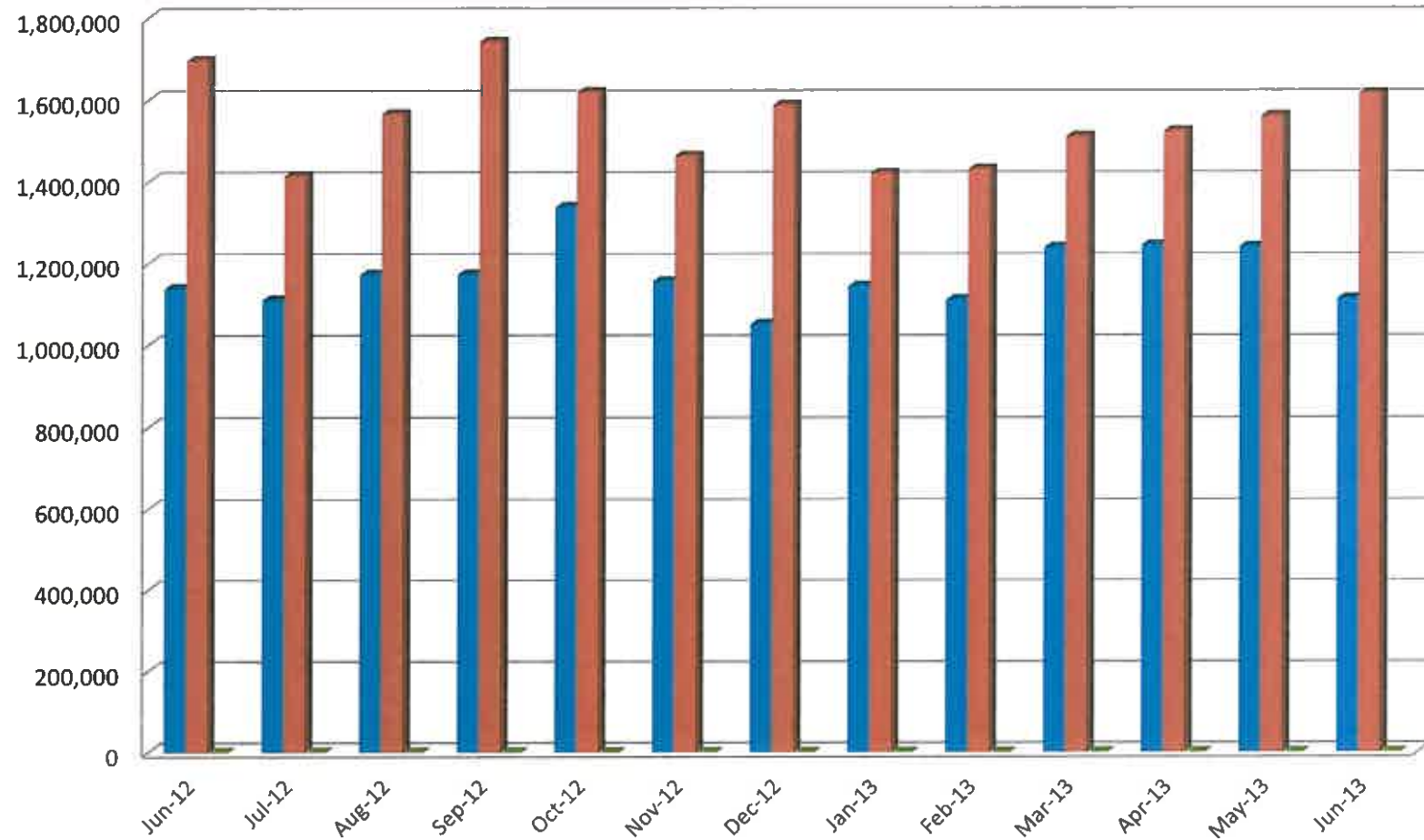


Doran J. Barnes
Executive Director

Attachment A: Key Indicators Report
June-13

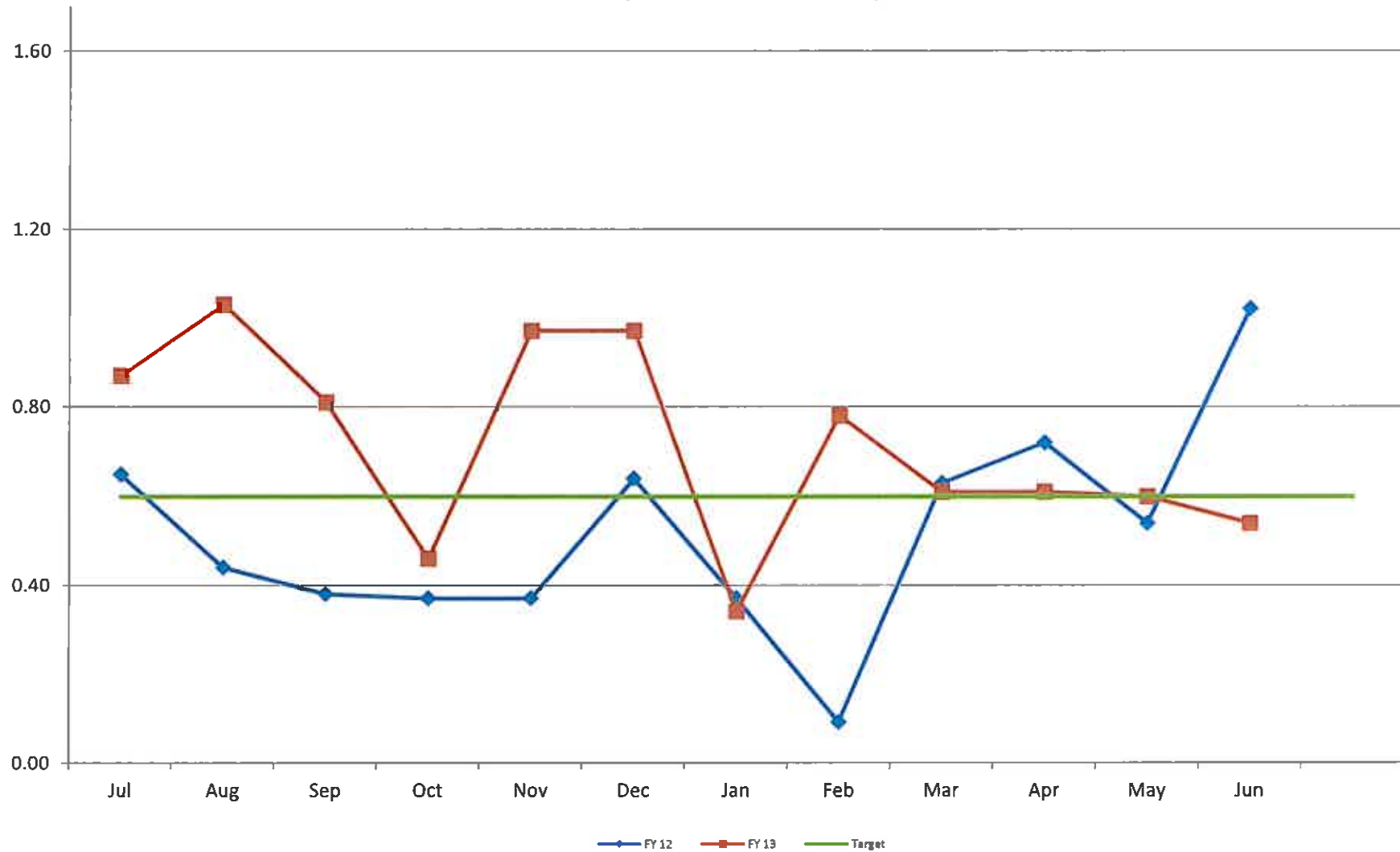
Goal	Performance Indicator	Attachment	Current Month	MTD Meets/Exceeds	Same Month Prior Year	% Improvement	Performance Target	FY 13 Year to Date	YTD Meets/Exceeds	FY 12 Year to Date	% Improvement
Overall System Performance	Total Boardings	B	1,111,743	N/A	1,136,981	-2.22%	N/A	14,079,592	N/A	13,909,627	1.22%
	Vehicle Service Hours		54,717	N/A	55,309	-1.07%	N/A	686,915	N/A	671,603	2.28%
	Total Fare Revenue	B	\$ 1,614,773	N/A	\$1,695,542	-4.76%	N/A	\$18,462,598	N/A	\$18,487,526	-0.13%
	Total Operating Expense		\$5,817,839	N/A	\$5,639,954	3.15%	N/A	\$63,175,044	N/A	\$61,654,544	-2.47%
Safe Transit System	Preventable Accidents per 100,000 Miles	C	0.54	X	1.02	-46.89%	0.60	0.73		0.52	-28.30%
	Complaints per 100,000 Boardings	D	19.52		13.90	-40.42%	10.5	11.24		10.85	-3.62%
	Schedule Adherence	E	76.6%		78.0%	-1.79%	90%	74.4%		84.1%	-11.53%
	Average Hold Time	F	0:57		0:42	-35.71%	0:45	0:42	X	0:32	-31.25%
	Average Miles Between Service Interruptions	G	12,038		13,602	-11.50%	15,000	15,684	X	28,801	-45.54%
	Boardings per Vehicle Service Hour	H	20.3	X	20.6	-1.46%	20.1	20.5	X	20.7	-0.98%
Operate an Effective Transit System	Average Weekday Boardings	I	45,334		45,193	0.31%	46,000	46,899	X	46,075	1.79%
	Average Cost per Vehicle Service Hour	J	\$106.33		\$101.97	-4.27%	\$99.22	\$91.97	X	\$91.80	-0.18%
Operate an Efficient Transit System	Farebox Recovery Ratio	K	27.76%	X	30.06%	-7.67%	26.76%	29.22%	X	29.99%	-2.55%

Attachment B: Total Boardings vs. Total Revenues

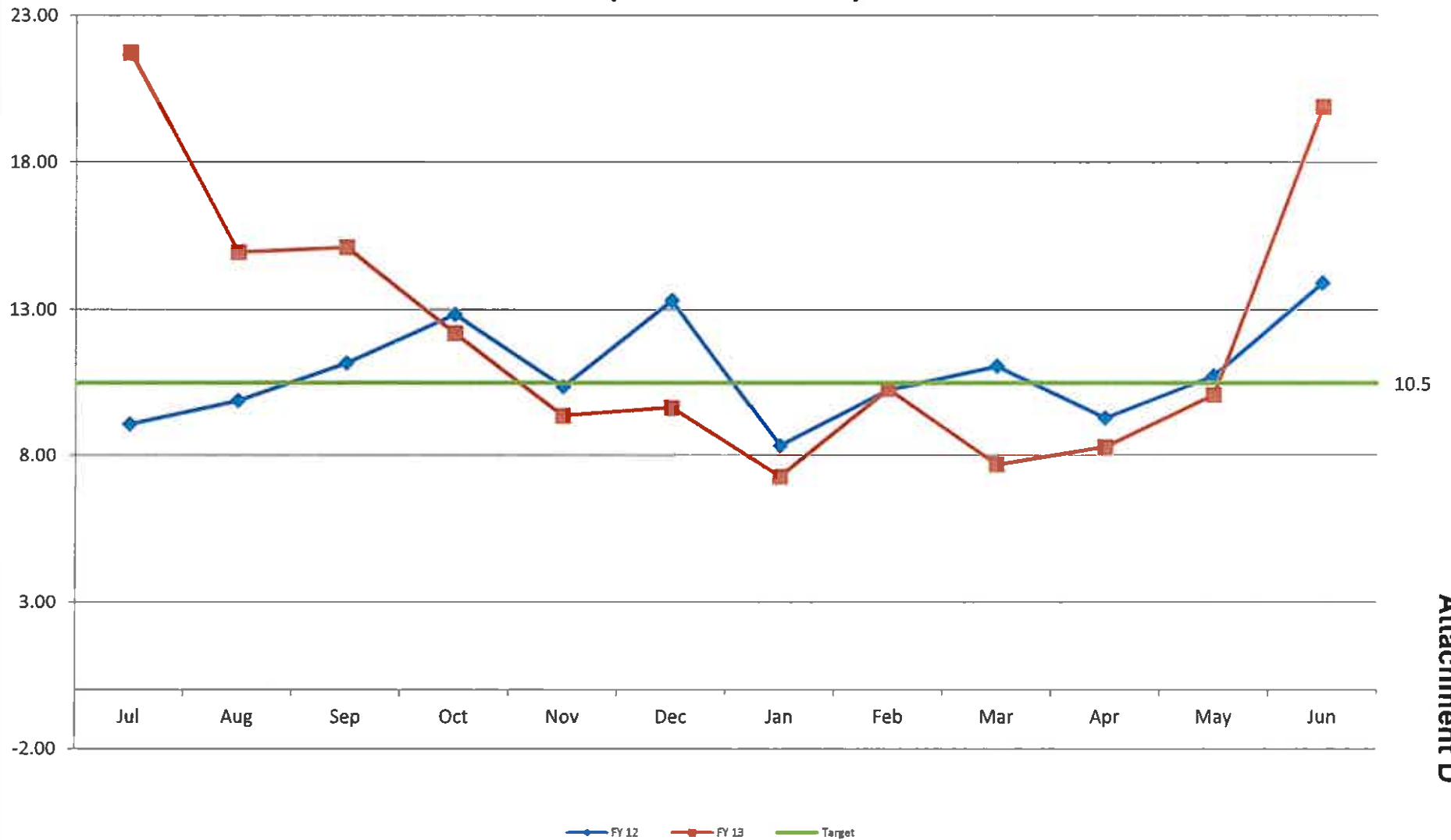


	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13
Series1	1,136,981	1,108,908	1,171,679	1,172,177	1,337,289	1,155,055	1,049,741	1,143,008	1,109,493	1,237,114	1,243,853	1,239,532	1,111,743
Series2	\$1,695,542	\$1,413,122	\$1,565,433	\$1,741,912	\$1,618,402	\$1,462,929	\$1,585,514	\$1,419,392	\$1,429,113	\$1,509,495	\$1,522,409	\$1,559,965	\$1,614,773
Series3	\$1.49	\$1.27	\$1.34	\$1.49	\$1.21	\$1.27	\$1.51	\$1.24	\$1.29	\$1.22	\$1.22	\$1.26	\$1.45

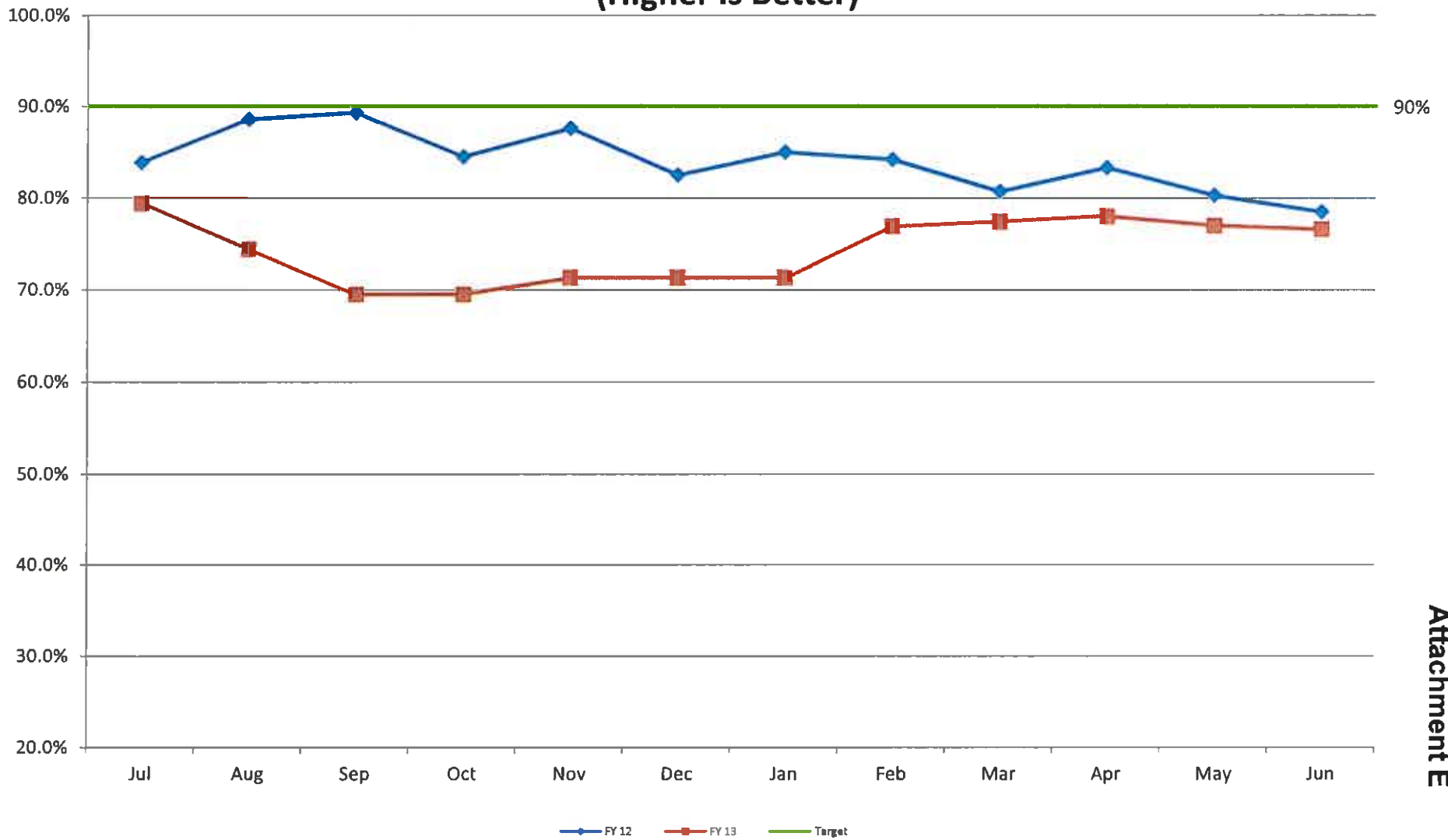
Attachment C: Preventable Accidents per 100,000 Miles (Lower is Better)



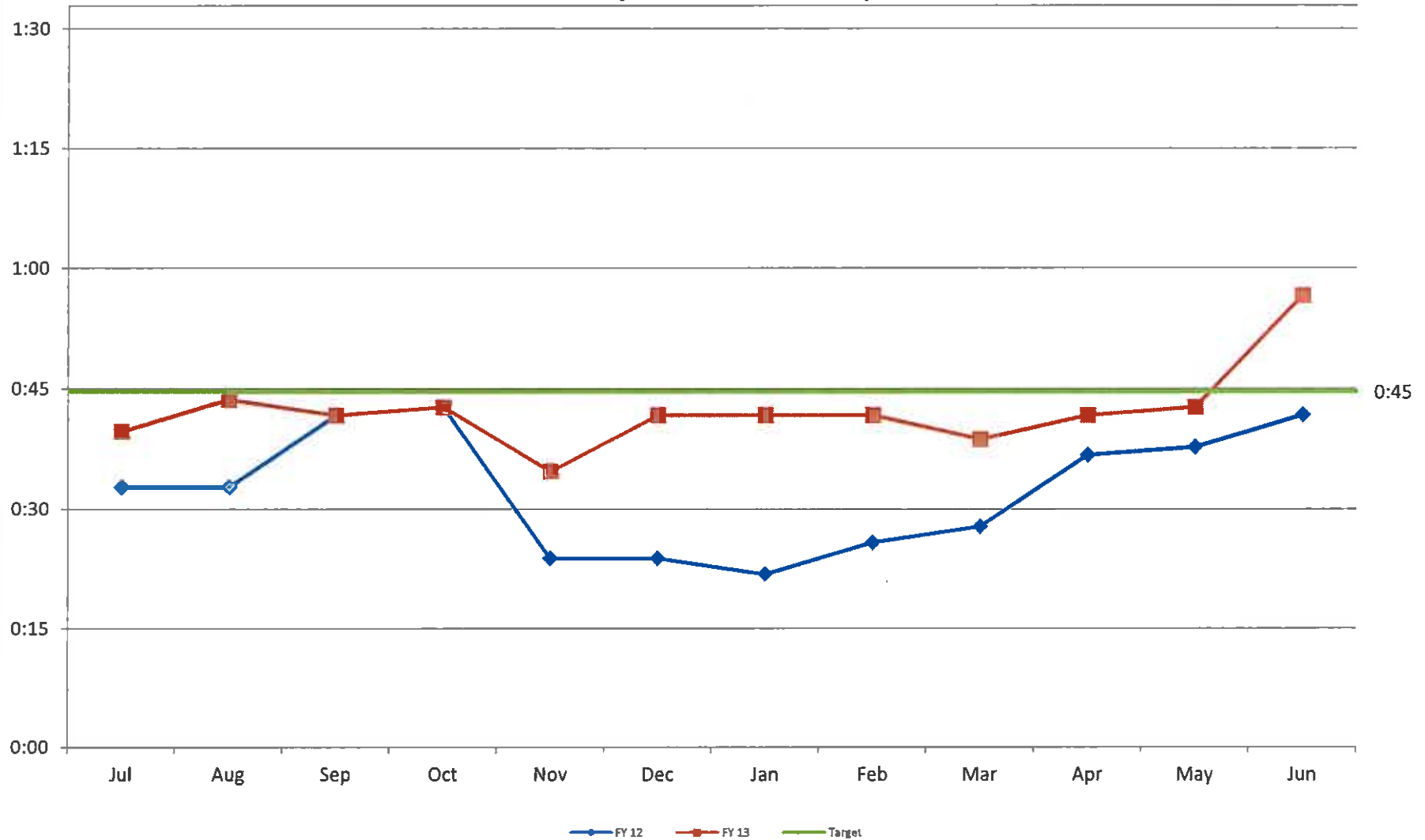
Attachment D: Complaints per 100,000 Boardings (Lower is Better)



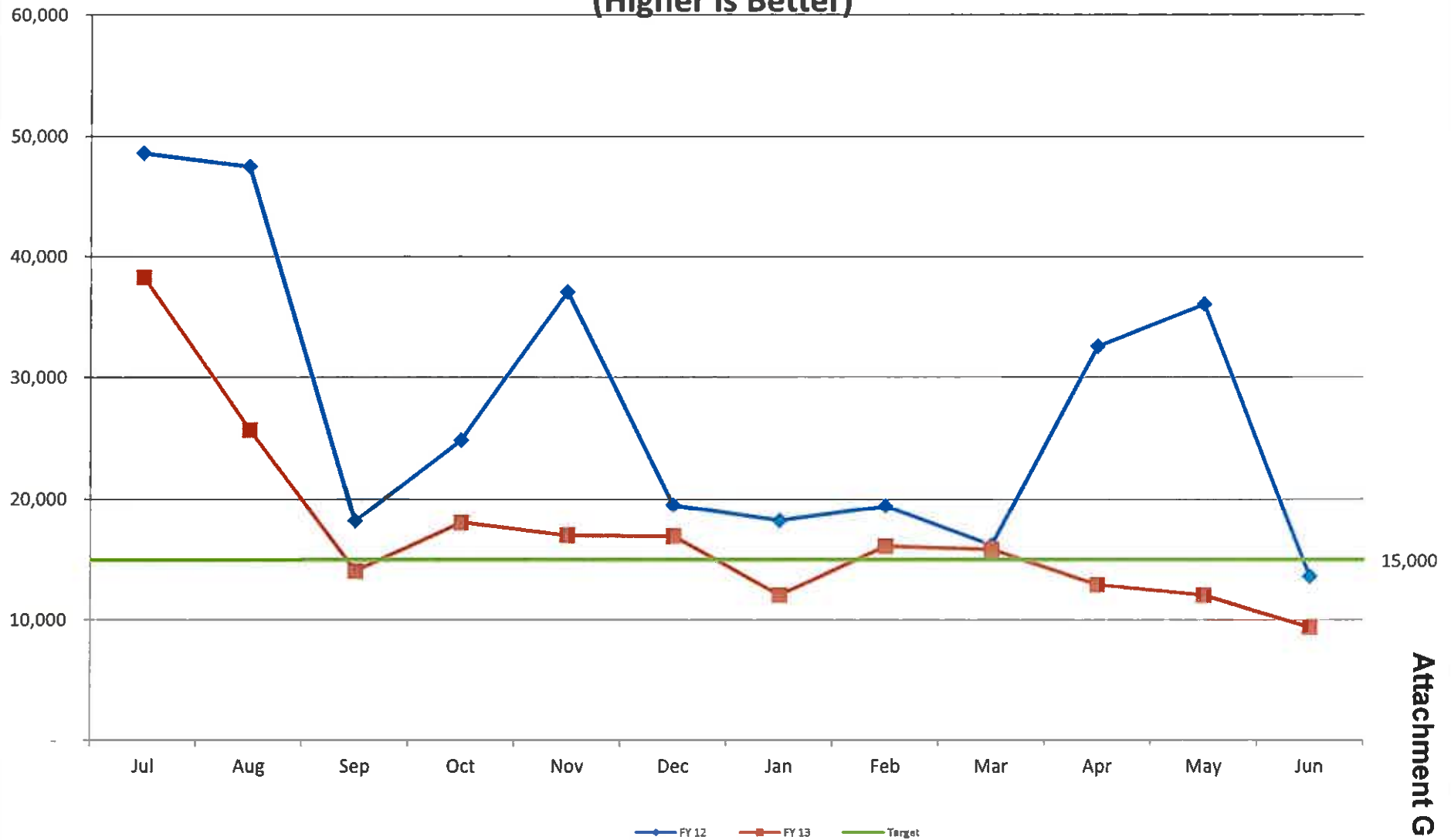
Attachment E: Schedule Adherence (Higher is Better)



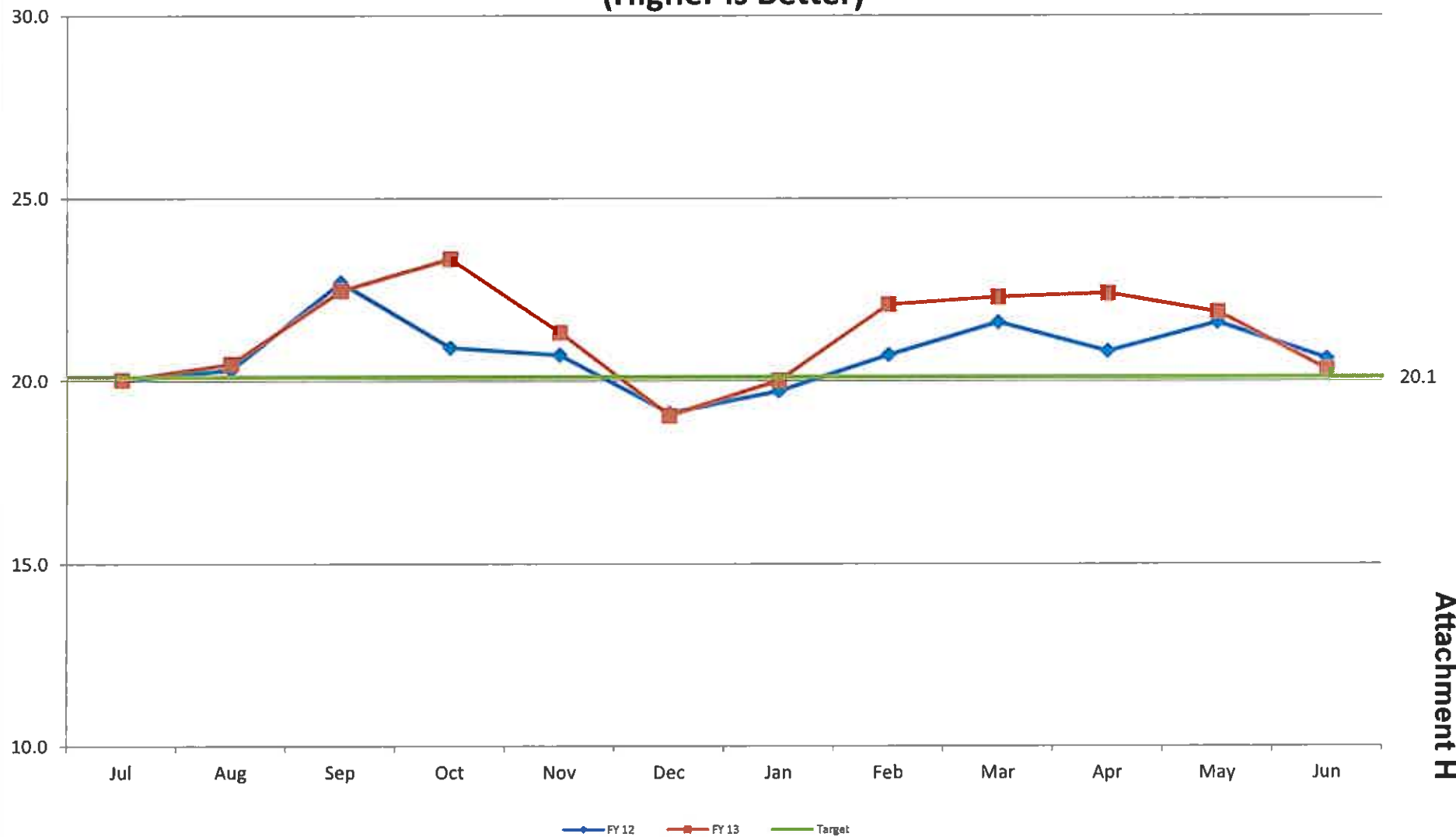
Attachment F: Average Hold Time (Lower is Better)



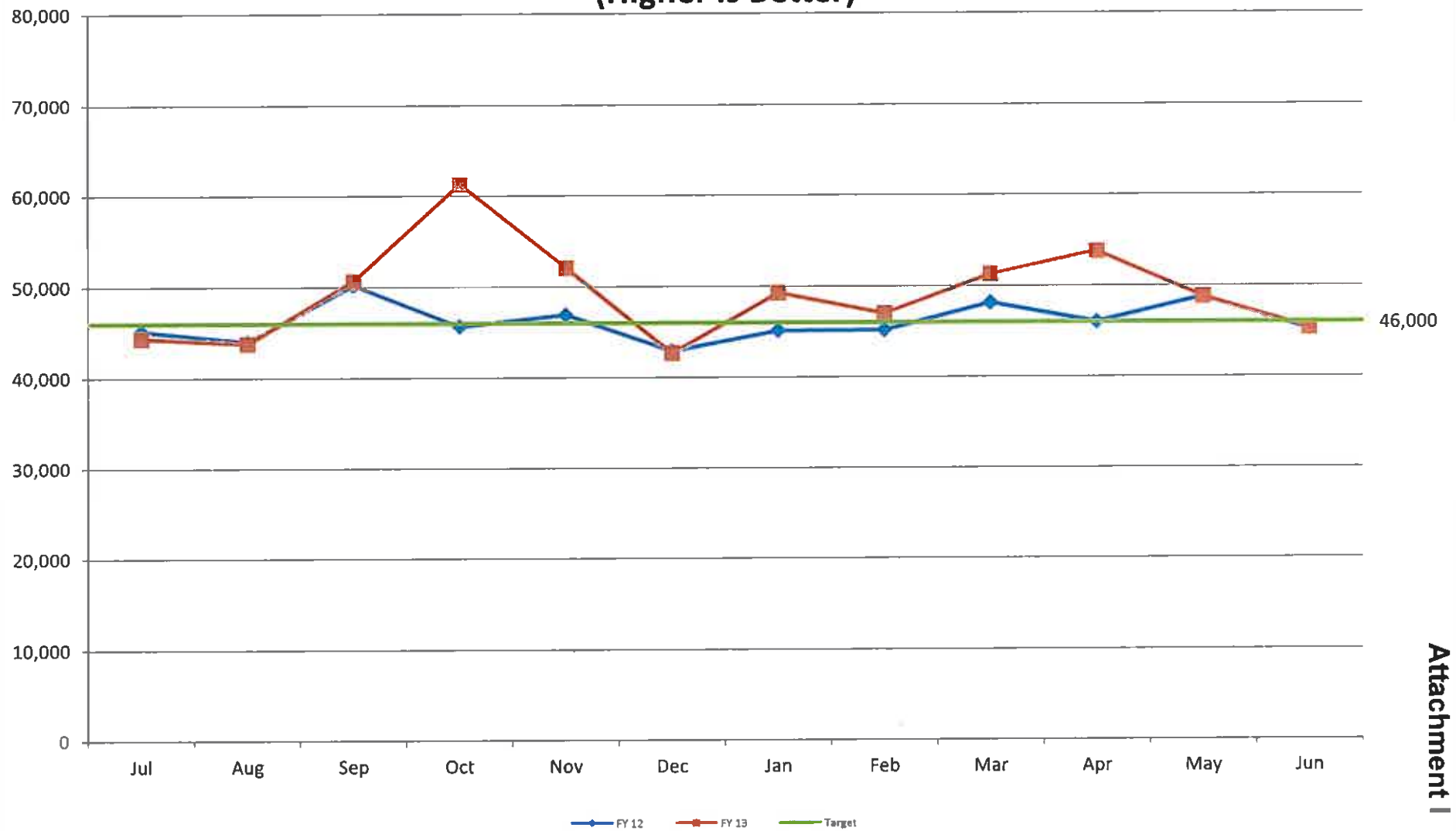
**Attachment G: Average Miles Between Service Interruptions
(Higher is Better)**



Attachment H: Boardings per Vehicle Service Hour (Higher is Better)



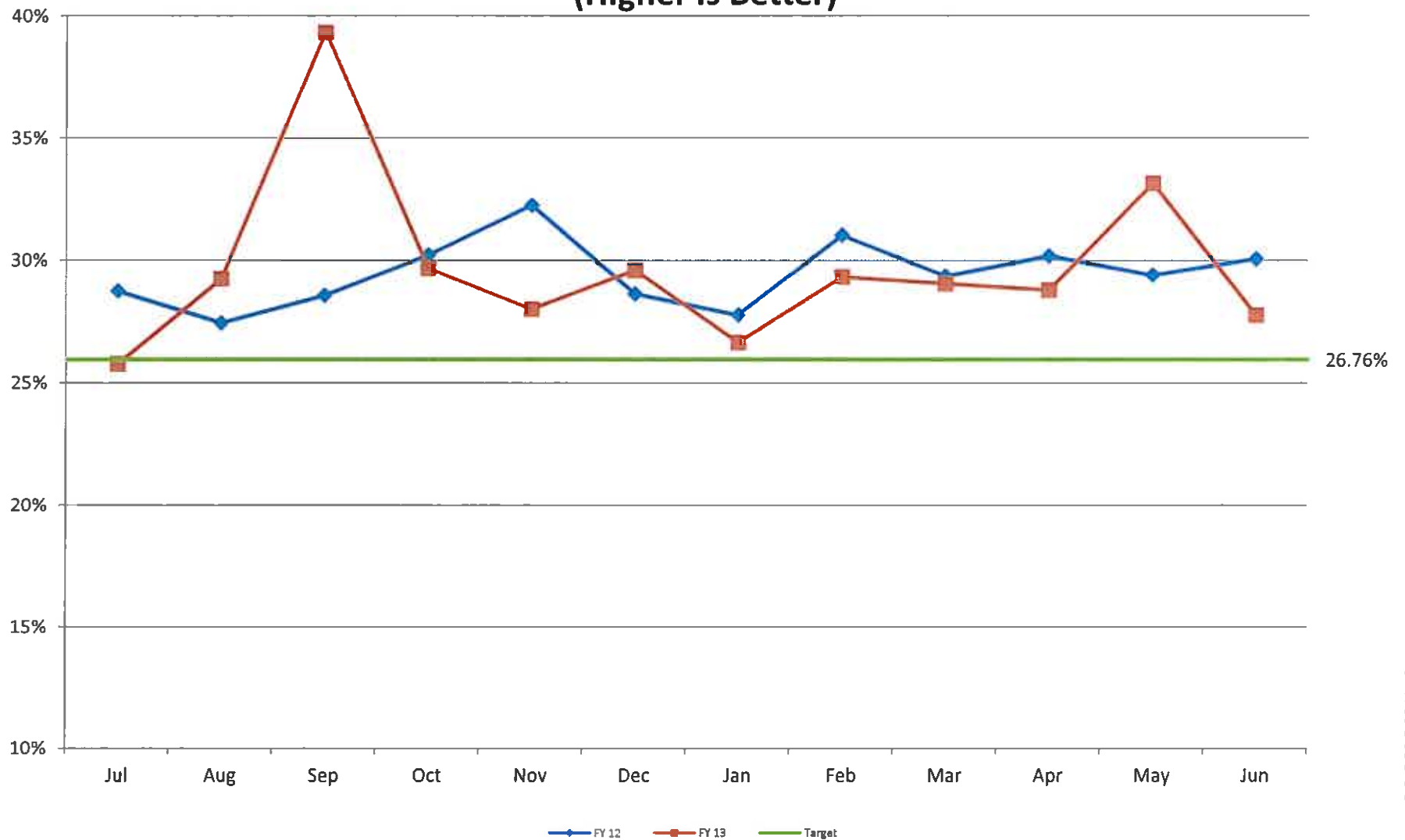
Attachment I: Average Weekday Boardings (Higher is Better)



Attachment J: Average Cost per Vehicle Service Hour (Lower is Better)



Attachment K: Farebox Recovery Ratio (Higher is Better)



Attachment L: Operations Report - Total System
June-13

Goal	Current Month	Same Month Prior Year	% Improvement	Performance Target	FY 13 Year to Date	YTD Meets/Exceeds	FY 12 Year to Date	% Improvement
Average Fare per Boarding	\$1.45	\$1.49	-2.52%	\$1.32	\$1.31		\$1.33	-1.41%
Average Cost per Boarding	\$5.23	\$4.96	-5.51%	\$4.93	\$4.49	X	\$4.43	-1.29%
Average Subsidy per Boarding	\$3.78	\$3.47	-8.95%	\$3.61	\$3.18	X	\$3.10	-2.44%
Total Vehicle Miles	1,107,503	1,074,550	3.07%	N/A	13,237,476	N/A	13,062,668	1.34%
Vehicle Service Miles	841,945	819,110	2.79%	N/A	10,187,350	N/A	9,957,923	2.30%
Total Vehicle Hours	73,657	64,997	13.32%	N/A	717,948	N/A	790,042	-9.13%
In-Service Speed	15.4	14.8	3.97%	N/A	14.8	N/A	14.8	0.21%
Boardings per Vehicle Service Mile	1.43	1.39	2.72%	N/A	1.38	N/A	1.40	-1.28%